

Passenger Bill of Rights and Responsibilities

We, in Montgomery County Transit, are dedicated to excellence in mobility options. As our riders, you have the right to:

- A safe and reliable bus ride
- Professional and courteous service
- A clean and comfortable bus
- Accurate information on routes, schedules, fares, and other mobility options
- Know the rules of riding the bus and have the rules posted in the vehicle
- Report disputes over fares and transfers
- Know the bus number to report incidents or resolve problems
- Rider-to-rider courtesy as encouraged by the bus operator
- Access to and receive a timely response from all levels of the organization
- Tell us about the quality of our service and how we can make your transit system better

For your comfort and safety:

- Have your fare ready when boarding the bus and understand how to insert the fare correctly
- Move to the rear of the bus so others may board quickly
- Allow seniors and disabled persons to occupy priority seating
- Please do not occupy more than one seat when others need seating
- Close your strollers and have children seated for their own safety
- Refrain from smoking, eating, drinking, or spitting
- Use headphones when playing audio devices
- Stay behind the safety line on the bus when you are standing
- Allow the operator to drive the bus safely by not speaking with the operator while the bus is moving
- As a courtesy, exit from the rear and hold the rear door open for the person behind you when exiting